

Verizon Maine
Special Access Performance Reporting – Voluntary reporting



Special Services Performance Measures

Special Access

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Function:		
Provisioning On Time Performance - Met Commitments SS-PR-1		
Definition:		
<p>This metric measures the Percent of Orders completed as verified by the customer on or before the first confirmed commitment date, or a subsequent customer initiated and verified change in the order due date.</p> <p>Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.</p> <p>For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").</p>		
Exclusions:		
<ul style="list-style-type: none"> • Reporting Carrier Test Orders • Disconnect Orders • Reporting Carrier Administrative orders • Record Orders • Orders that are not complete. (Orders are included in the month that they are completed) 		
Performance Standard:		
<p>% Installation Commitments On Time: Greater Than or Equal to 96.0%</p>		
Report Dimensions:		
<p>Company:</p> <ul style="list-style-type: none"> • Reporting Carrier Retail Aggregate • Other Carrier Aggregate <ul style="list-style-type: none"> - Non Affiliated - Affiliated Carrier • Carrier-specific reports available upon request 		<p>Geography:</p> <ul style="list-style-type: none"> • State of Maine
Metric Calculation Specifics		
SS-PR-1-01	% Met Appointments – Verizon – Total	
Description	The percent of orders completed on or before the commitment date.	
Products	<ul style="list-style-type: none"> • Special Access Services (includes Intra and Interstate) • This report excludes non access services. 	
Calculation	Numerator	Denominator
	Number of Orders where the Order completion date is on or before the order due date.	Number of orders completed for product group.

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Function:		
Average Delay Days On Missed Installation Orders SS-PR-2		
Definition:		
<p>For orders where the installation commitment was missed due to Reporting Carrier reasons, this metric measures the average number of days between the first confirmed commitment due date (or a subsequent customer initiated due date that was verified by the customer) and the actual work completion date as verified by the customer. Measured in business days.</p> <p>Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.</p> <p>For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").</p>		
Exclusions:		
<ul style="list-style-type: none"> • Disconnect Orders • Reporting Carrier Administrative orders • Record Orders • Orders that are not complete. (Orders are included in the month that they are completed) • Saturdays, Sundays, and Legal Holidays are not counted as Delay Days. 		
Performance Standard:		
<p>Average Delay Days: Less Than or Equal to 3.0</p>		
Report Dimensions:		
<p>Company:</p> <ul style="list-style-type: none"> • Reporting Carrier Retail Aggregate • Other Carrier Aggregate <ul style="list-style-type: none"> - Non Affiliated - Affiliated Carrier • Carrier-specific reports available upon request 		<p>Geography:</p> <ul style="list-style-type: none"> • State of Maine
Metric Calculation Specifics		
SS-PR-2-01	Average Delay Days – Total	
Description	For orders missed due to Verizon reasons, the average number of days between committed due date and actual work completion date.	
Products	<ul style="list-style-type: none"> • Special Access Services (includes Intra and Interstate) • This report excludes non access services. 	
Calculation	Numerator	Denominator
	Sum of the completion date minus due date for orders missed due to company reasons.	Number of orders missed for company reasons.

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Function:		
Installation Quality SS-PR-3		
Definition:		
<p>This metric measures the percent of circuits installed where a reported trouble was found in the network within 30 days of order completion.</p> <p>Trouble Report: Includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK). For Carriers, Disposition Code 05 includes translation troubles closed automatically by the carrier.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending). • Troubles closed due to customer action. • Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Customer Premises Equipment (CPE) troubles 		
Performance Standard:		
<p>Percent Installation Troubles Reported Within 30 Days:</p> <p>Less than or equal to 4.0 trouble reports within 30 days per 100 circuits installed during the calendar month.</p>		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • Reporting Carrier Retail Aggregate • Other Carrier Aggregate <ul style="list-style-type: none"> - Non Affiliated - Affiliated Carrier • Carrier-specific reports available upon request 		Geography: <ul style="list-style-type: none"> • State of Maine
Metric Calculation Specifics		
SS-PR-3-01	% Installation Troubles reported within 30 Days	
Description	The trouble report rate on circuits installed where a trouble was reported within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK).	
Products	<ul style="list-style-type: none"> • Special Access Services (includes Intra and Interstate) • This report excludes non access services. 	
Calculation	Numerator	Denominator
	Number of trouble reports on circuits installed within 30 days of trouble report.	Total circuits installed in calendar month.

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Function:		
Percent Missed Appointments Due to a Lack of Facilities SS-PR-4		
Definition:		
This metric measures facility missed orders. Facility Missed Orders: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.		
Exclusions:		
<ul style="list-style-type: none"> • Reporting Carrier Test Orders • Disconnect Orders • Reporting Carrier Administrative orders • Record Orders • Orders that are not complete. (Orders are included in the month that they are completed) • Customer Not Ready (CNR), No Access (NA) and Lost Access (LA). 		
Performance Standard:		
Percent Missed Appointments Due to a Lack of Facilities: No performance standard is associated with this metric.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • Reporting Carrier Retail Aggregate • Other Carrier Aggregate <ul style="list-style-type: none"> - Non Affiliated - Affiliated Carrier • Carrier-specific reports available upon request 		Geography: <ul style="list-style-type: none"> • State of Maine
Metric Calculation Specifics		
SS-PR-4-01	Percent Missed Appointments Due to a Lack of Facilities	
Description	The percent of Dispatched Orders completed after the commitment date, due to a lack of facilities.	
Products	<ul style="list-style-type: none"> • Special Access Services (includes Intra and Interstate) • This report excludes non access services. 	
Calculation	Numerator	Denominator
	Number of dispatched orders where the order completion date is greater than the order DD, due to Reporting Carrier Facility reasons for the product group.	Number of dispatched orders completed for the product group.

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Function:		
Customer Trouble Report Rate SS-MR-1		
Definition:		
<p>This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network or a trouble condition was not found (Found OK and Test OK), per 100 circuits in service. A Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office). A Found-OK means a trouble with a Disposition Codes of 07, and a Test-OK means a trouble with a Disposition Codes of 09.</p> <p>Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Report rate excludes subsequent reports (additional customer calls while the trouble is pending) • Troubles reported on Reporting Carrier official (administrative lines) • Troubles closed due to customer action. • Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer has reported a trouble • Customer Premises Equipment (CPE) troubles 		
Performance Standard:		
<p>Report Rate: Less than or Equal to 3.5 trouble reports per 100 circuits.</p>		
Report Dimensions:		
<p>Company:</p> <ul style="list-style-type: none"> • Reporting Carrier Retail Aggregate • Other Carrier Aggregate <ul style="list-style-type: none"> - Non Affiliated - Affiliated Carrier • Carrier-specific reports available upon request 		<p>Geography:</p> <ul style="list-style-type: none"> • State of Maine
Metric Calculation Specifics		
SS-MR-1-01	Network Trouble Report Rate	
Products	<ul style="list-style-type: none"> • Special Access Services (includes Intra and Interstate) • This report excludes non access services. 	
Calculation	Numerator	Denominator
	Number of all customer reported trouble reports with found network troubles (trbl_cd is FAC or CO) or not-found troubles (Test-OK or Found-OK).	Number of circuits in service stated in hundreds.

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Function:		
Trouble Duration Intervals SS-MR-2		
Definition:		
<p>This metric measures average trouble duration interval per month. Mean Time to Repair: (MTTR) measures the average duration time from trouble receipt to trouble clearance. It includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK). For Special Services, including Special Access service, this is measured on a stop clock basis (e.g., the clock is stopped when Carrier testing is occurring, the Reporting Carrier is awaiting carrier acceptance, or the Reporting Carrier is denied access).</p>		
Exclusions:		
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles closed due to customer action. • Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer reported a trouble. 		
Performance Standard:		
<p>Mean Time To Repair: Less than or Equal to 9.0 hours</p>		
Report Dimensions:		
<p>Company:</p> <ul style="list-style-type: none"> • Reporting Carrier Retail Aggregate • Other Carrier Aggregate <ul style="list-style-type: none"> - Non Affiliated - Affiliated Carrier • Carrier-specific reports available upon request 		<p>Geography:</p> <ul style="list-style-type: none"> • State of Maine
Metric Calculation Specifics		
SS-MR-2-01	Mean Time To Repair – Total	
Products	<ul style="list-style-type: none"> • Special Access Services (includes Intra and Interstate) • This report excludes non access services. 	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus trouble receipt date and time for trouble reports with Disposition Codes 03, 04, 05, 07 and 09. (Exclude time when clock is stopped).	Number of trouble reports with Disposition Codes 03, 04, 05, 07 and 09.